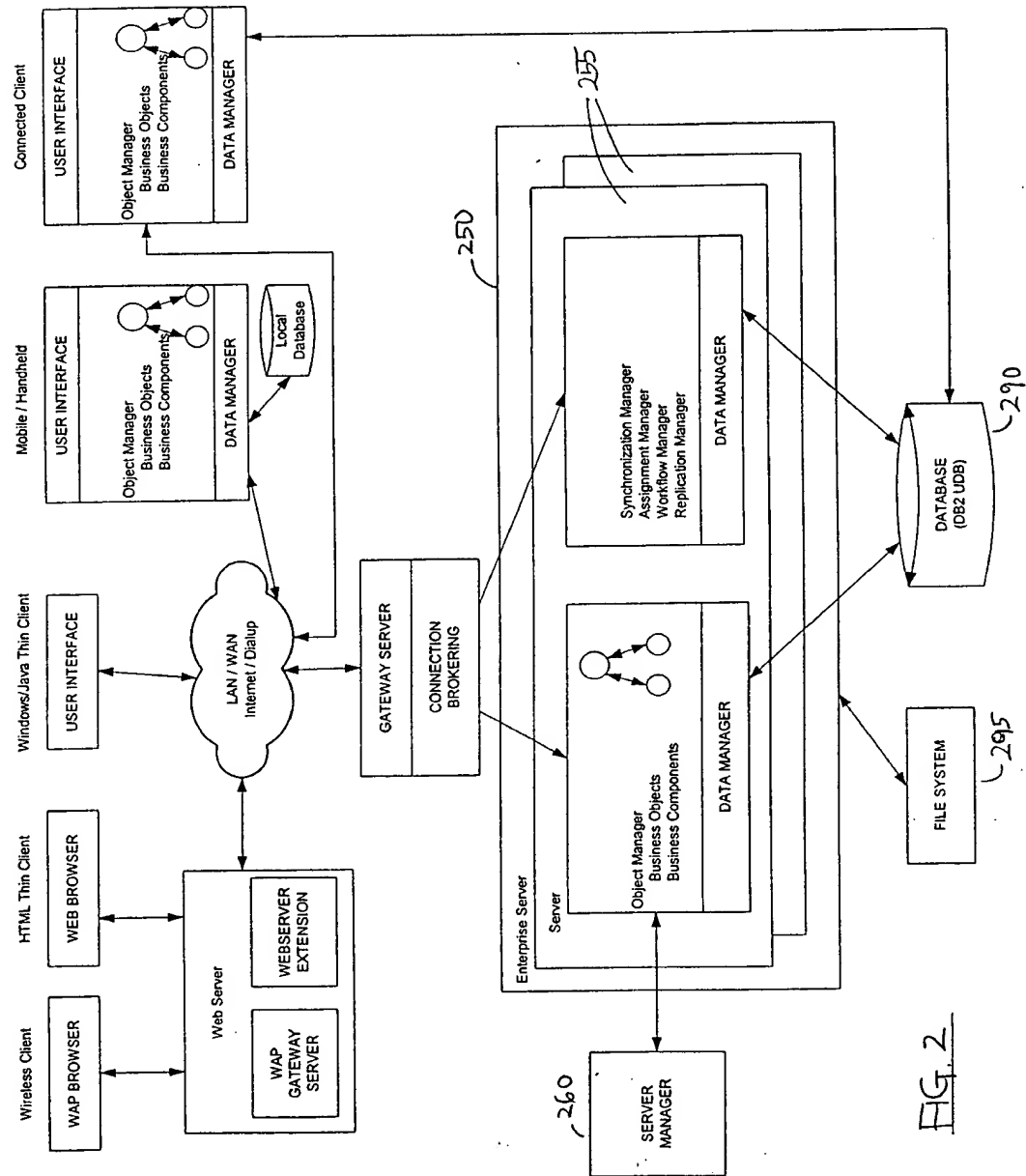


FIG. 1

✓ 200



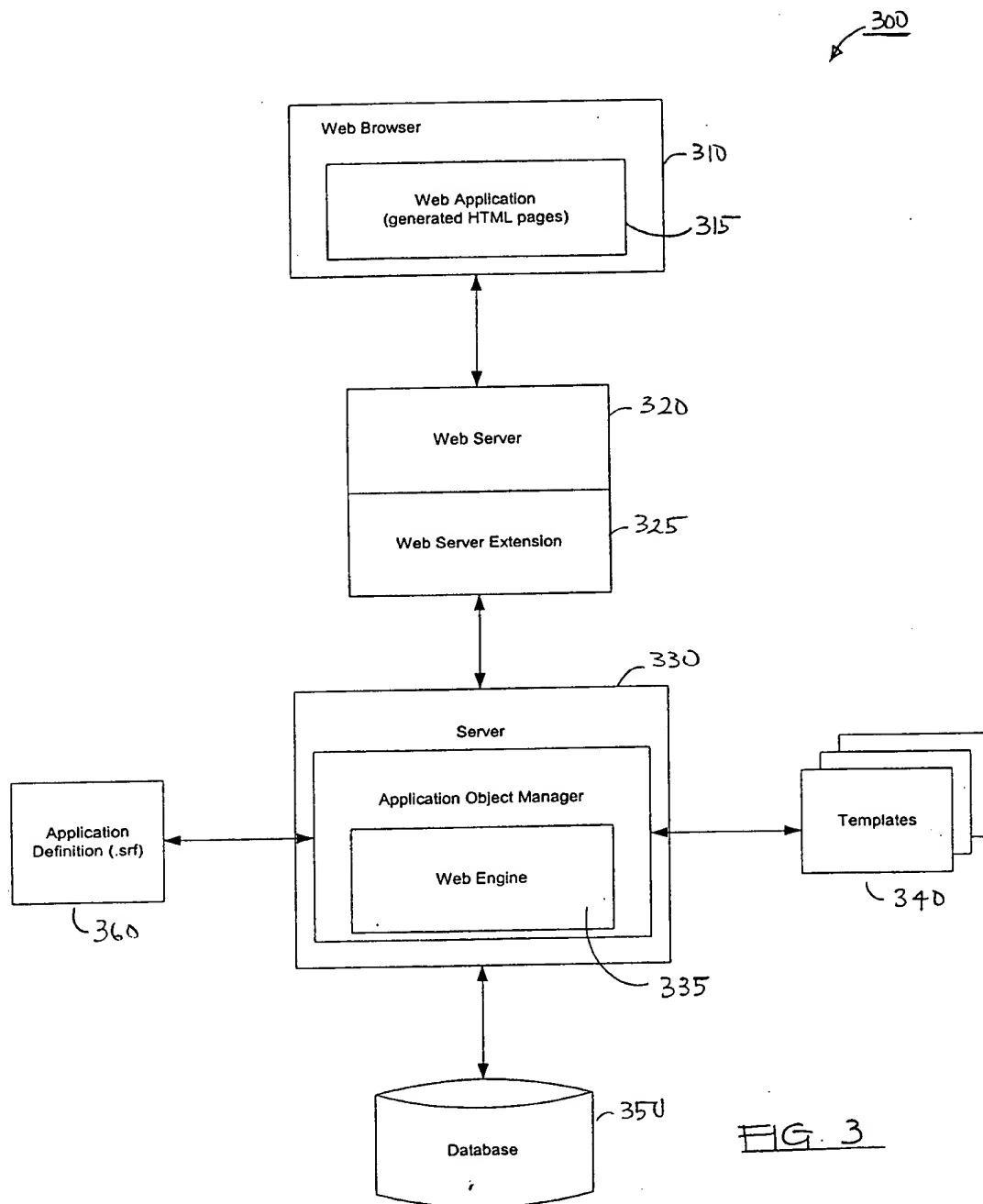


FIG. 3

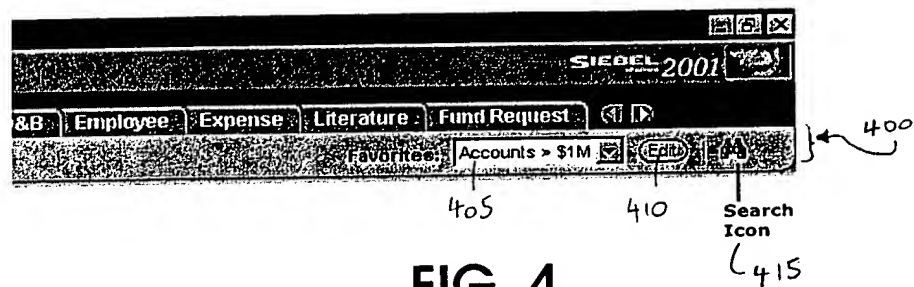


FIG. 4

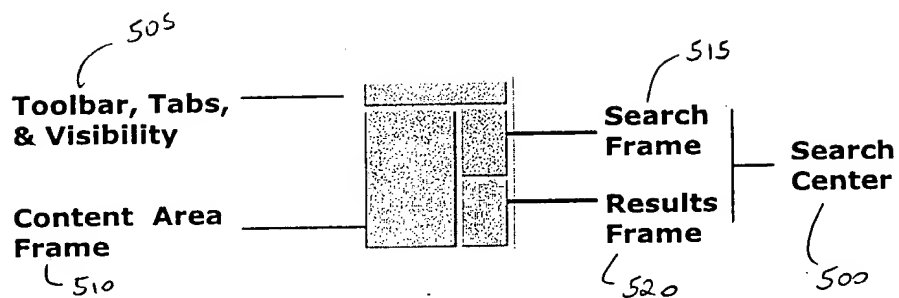


FIG. 5

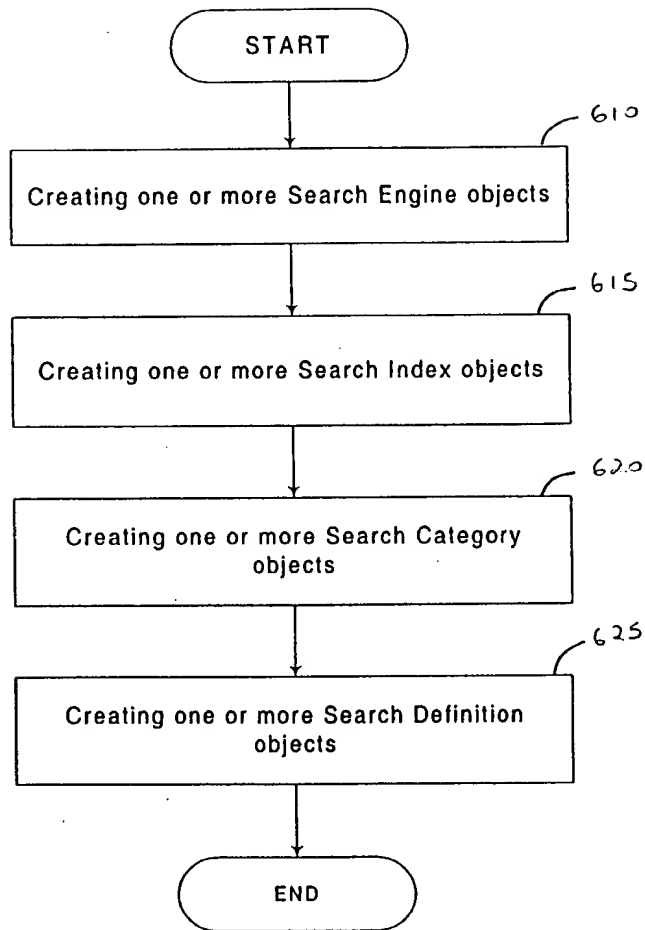


FIG. 6

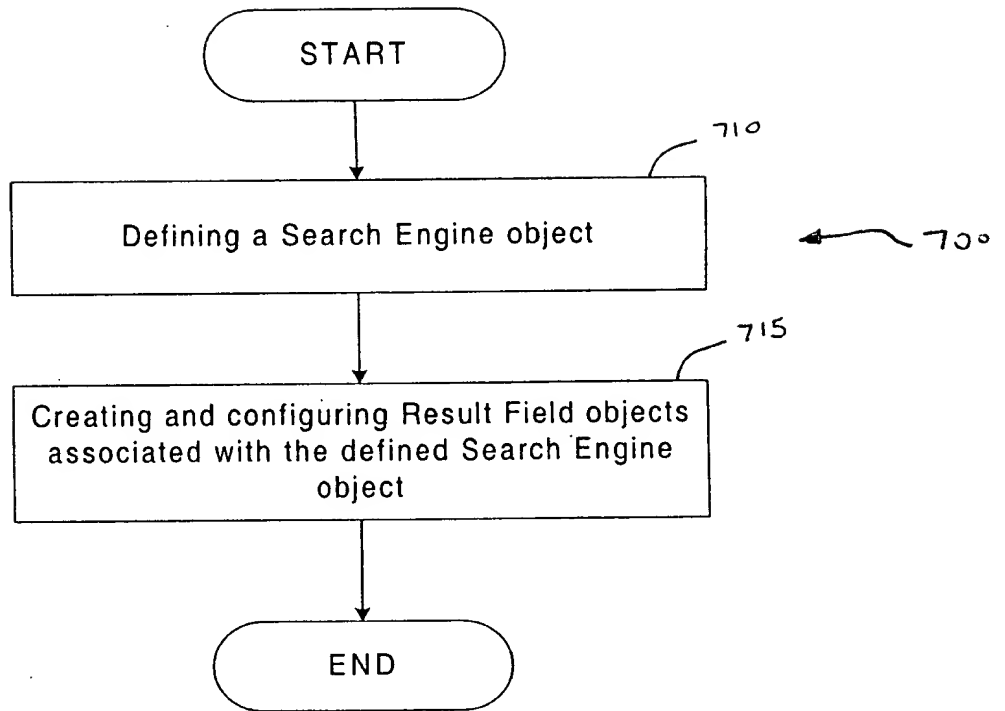


FIG. 7

|       |            |
|-------|------------|
| Name  | <u>805</u> |
| Class | <u>810</u> |

FIG. 8

FIG. 9 is a schematic diagram of a column definition structure 900. The structure 900 includes a column name field 905, a create column flag field 910, a data type field 915, an index mode field 920, a name field 925, a text length field 930, and a type field 935.

|                                  |            |
|----------------------------------|------------|
| Column Name                      | <u>905</u> |
| Create Column Flag<br>(Optional) | <u>910</u> |
| Data Type<br>(Optional)          | <u>915</u> |
| Index Mode<br>(Optional)         | <u>920</u> |
| Name                             | <u>925</u> |
| Text Length<br>(Optional)        | <u>930</u> |
| Type                             | <u>935</u> |

900

FIG. 9

1000 1010 1015 1020 1025

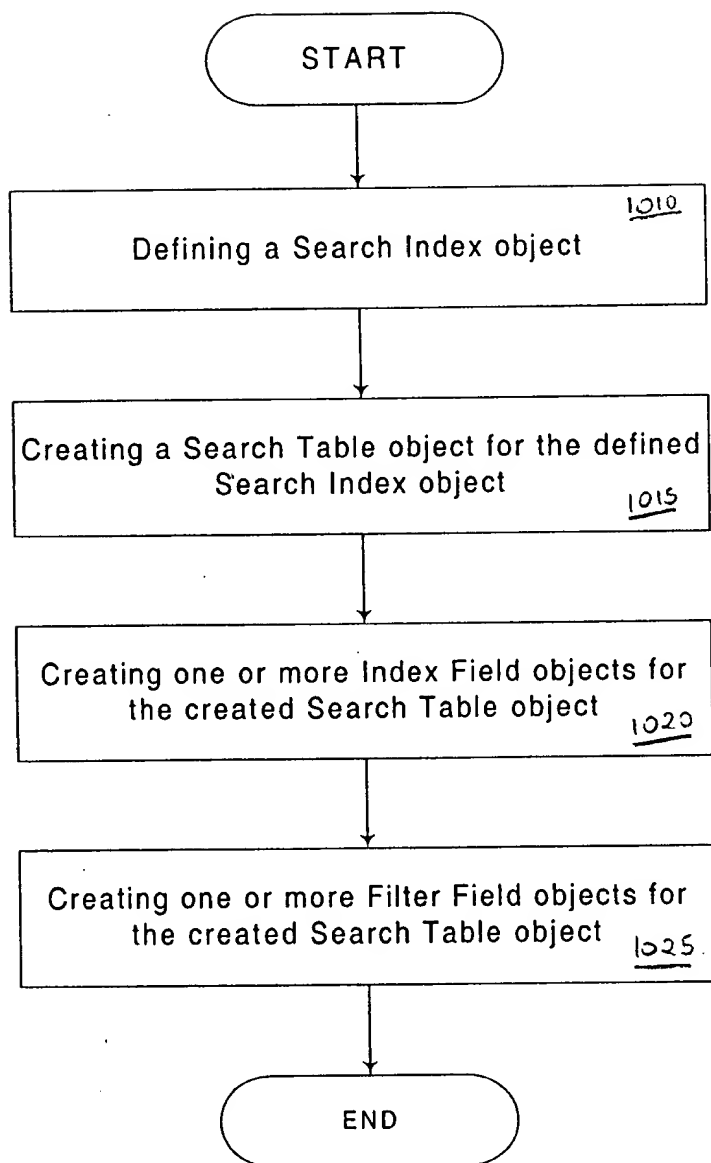


FIG. 10



|                          |             |
|--------------------------|-------------|
| Name                     | <u>1105</u> |
| Index Business Component | <u>1110</u> |
| Database Table Flag      | <u>1115</u> |

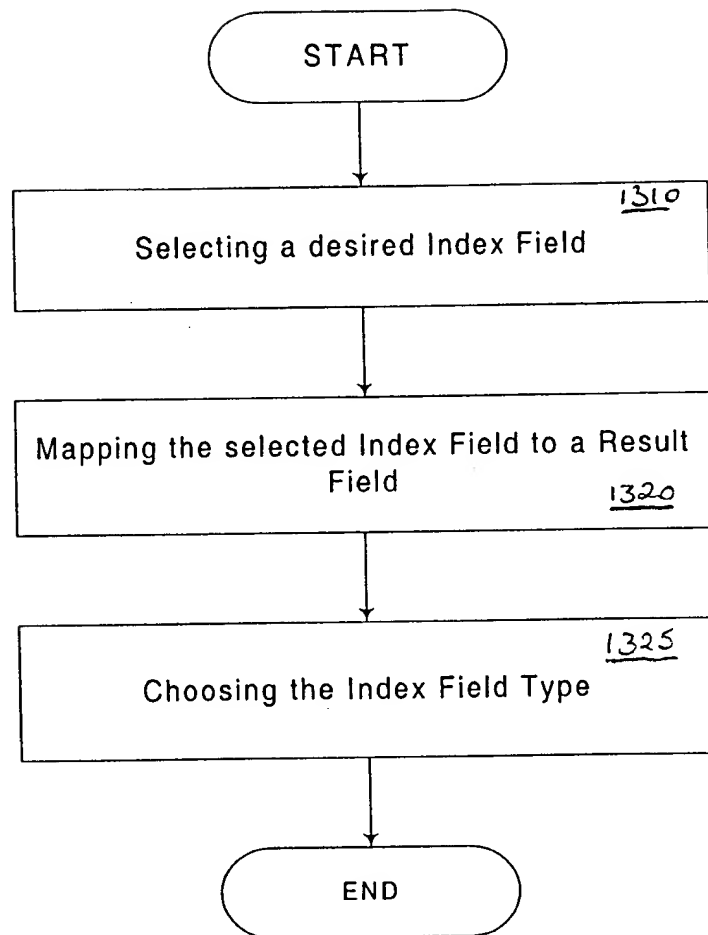
1100

FIG. 11

|            |             |
|------------|-------------|
| Table Name | <u>1205</u> |
| Engine     | <u>1210</u> |

1200

FIG. 12



1300

FIG. 13

|                                |             |
|--------------------------------|-------------|
| Business Component Field       | <u>1410</u> |
| Result Field<br>(Optional)     | <u>1415</u> |
| Index Field Type<br>(Optional) | <u>1420</u> |
| Sequence                       | <u>1425</u> |

1400

FIG. 14A

|             |                           |
|-------------|---------------------------|
| <u>1455</u> | Name                      |
| <u>1460</u> | Column Name               |
| <u>1465</u> | Data Type<br>(Optional)   |
| <u>1470</u> | Index Mode<br>(Optional)  |
| <u>1475</u> | Sequence                  |
| <u>1480</u> | Text Length<br>(Optional) |

1450

FIG. 14B

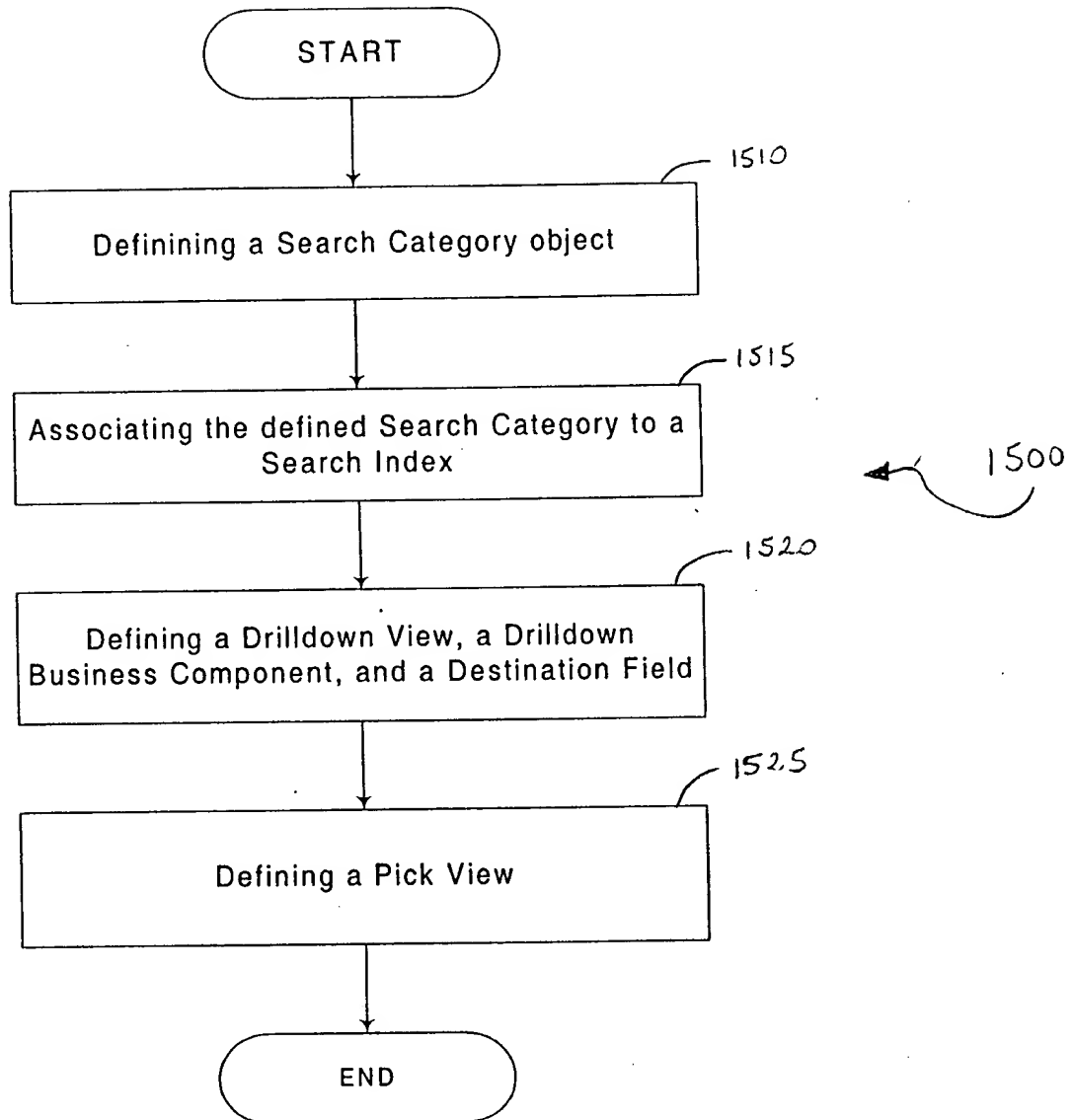


FIG. 15





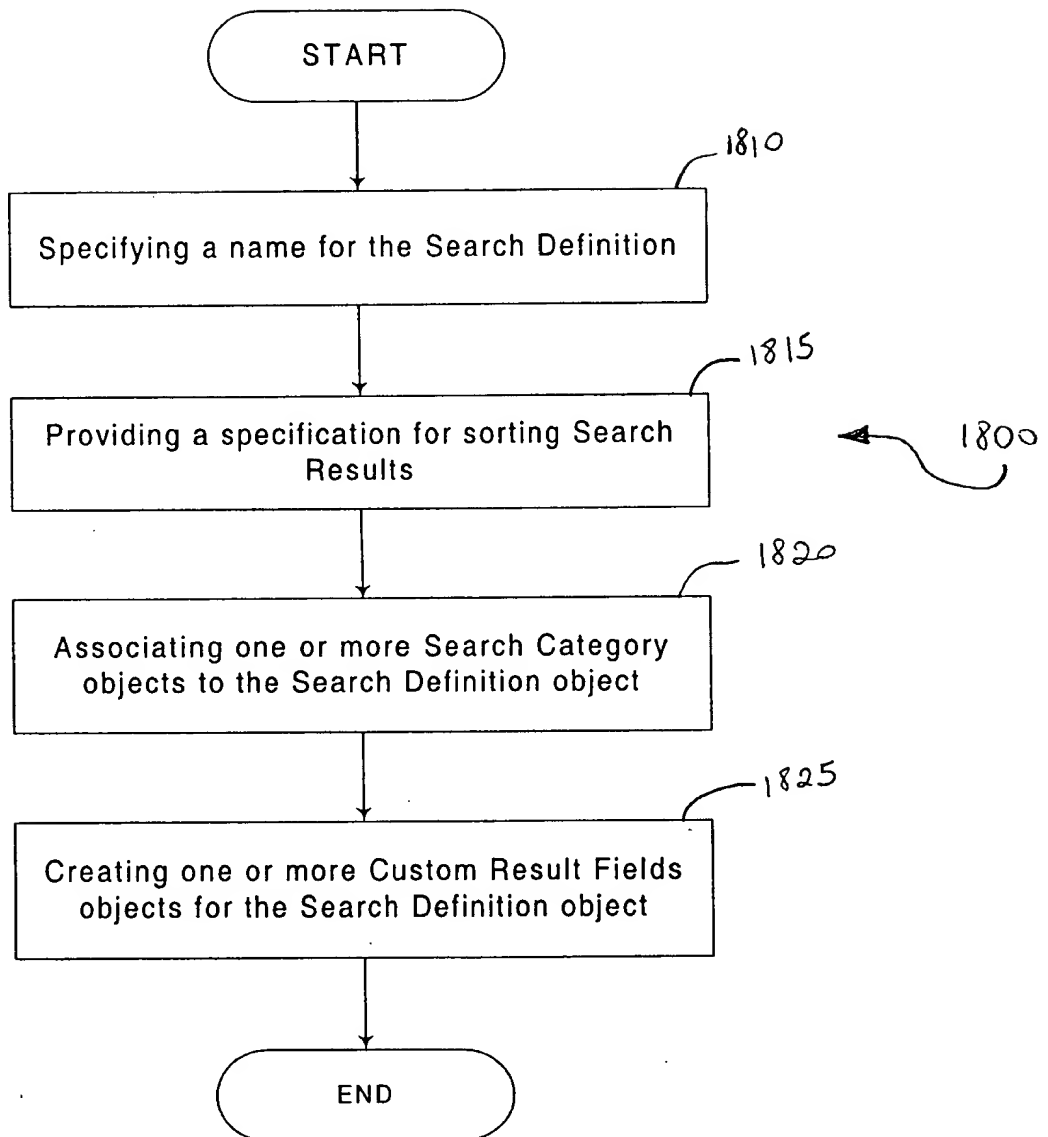


FIG. 18





|                              |             |
|------------------------------|-------------|
| Display Name<br>(Optional)   | <u>2005</u> |
| Display Format<br>(Optional) | <u>2010</u> |
| Name                         | <u>2015</u> |
| Scaling Factor<br>(Optional) | <u>2020</u> |
| Sequence                     | <u>2025</u> |
| Text Alignment<br>(Optional) | <u>2030</u> |
| Use in Search<br>(Optional)  | <u>2035</u> |
| Visible<br>(Optional)        | <u>2040</u> |
| Width<br>(Optional)          | <u>2045</u> |

2000  
←

FIG. 20

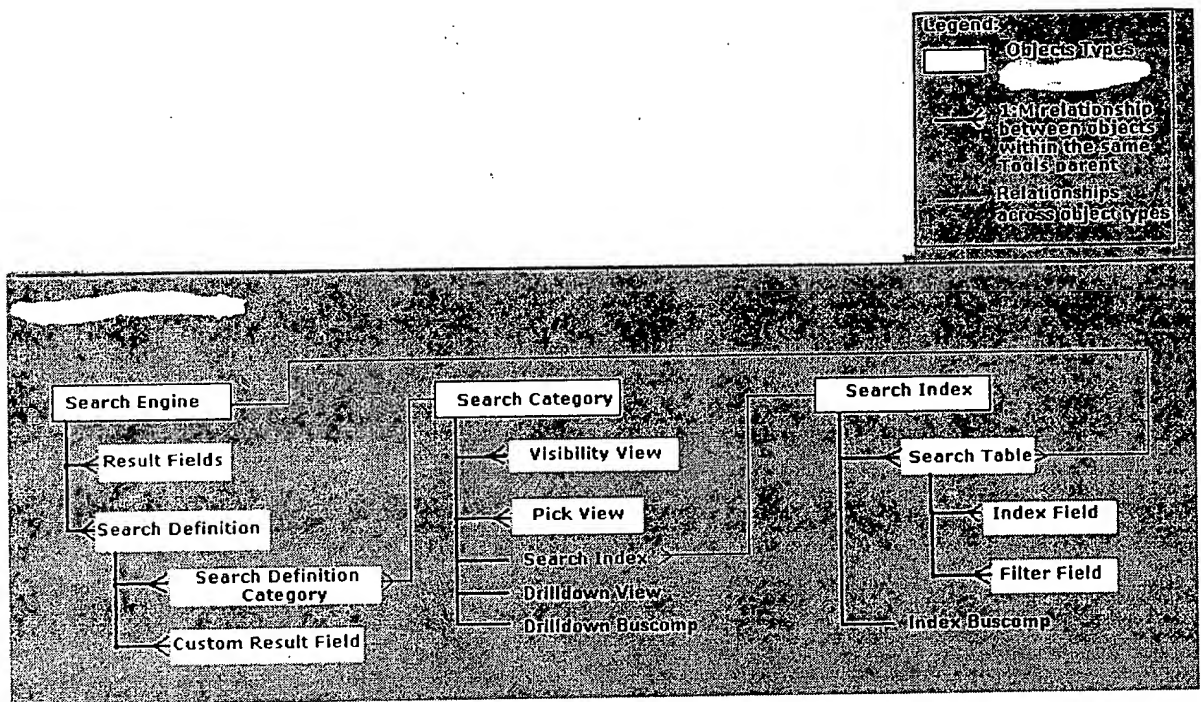


FIG. 21

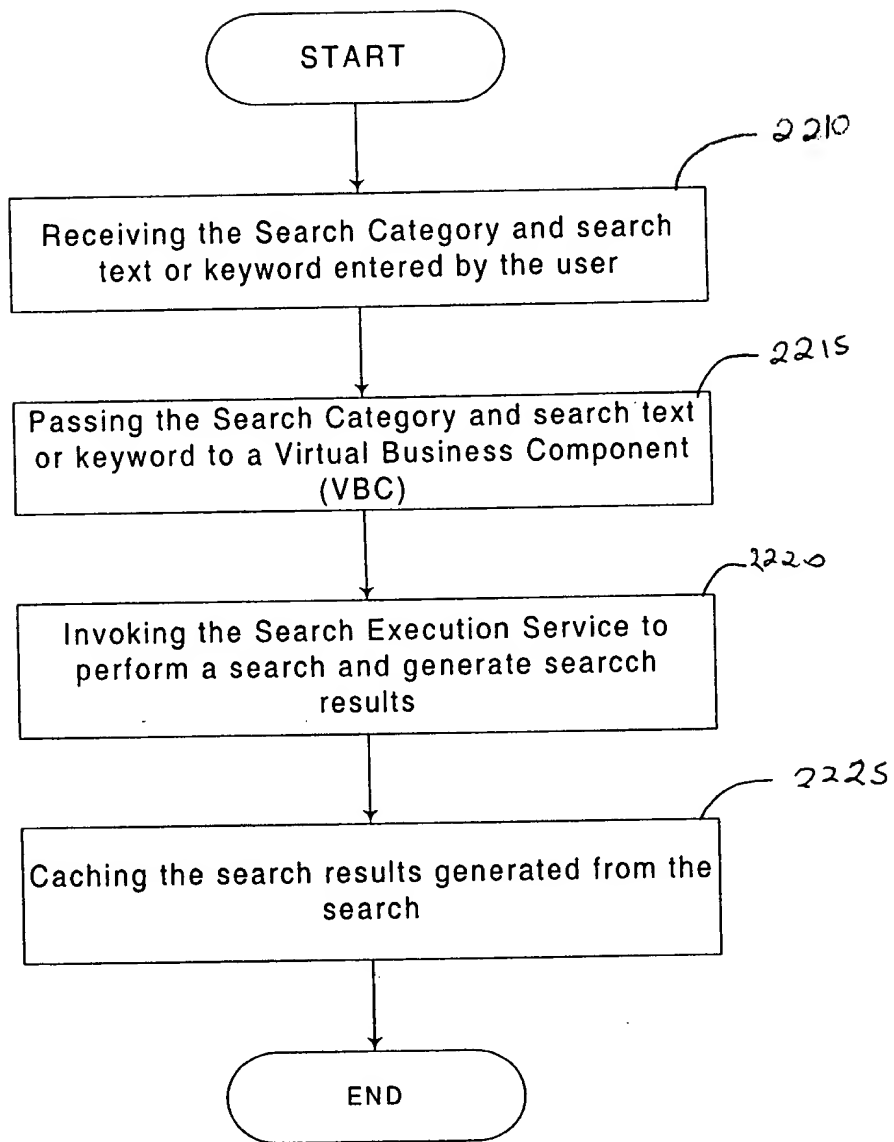
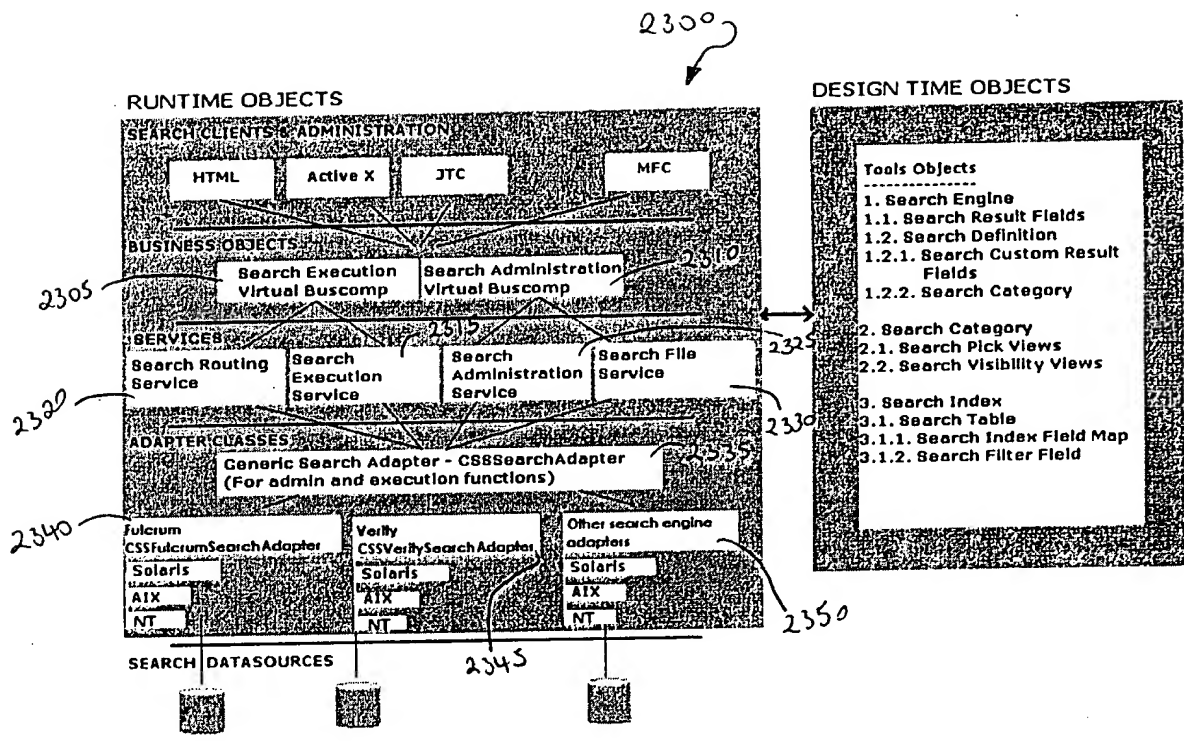


FIG. 22



**FIG. 23**

**Search** Close Button

Look for: 2410  
 2405

|   |   |
|---|---|
| Last Name: <span style="margin-left: 10px;">2415A</span>  | <input type="text" value="Gorman"/> <span style="margin-left: 10px;">2415B</span> |
| First Name: <span style="margin-left: 10px;">2415C</span> | <input type="text" value="Richard"/> <span style="margin-left: 10px;">2415</span> |
| Division: <span style="margin-left: 10px;">2415D</span>   | <input type="text"/>  |
| <input type="text"/>                                      | <input type="text"/>  |
| <input type="text"/>                                      | <input type="text"/>  |

515

Search Save Reset Help

2420A 2420B 2420C

**FIG. 24**

**Search** X

Look for: 2505

- ☒ <-- Service Request
- ☐ All Accounts
- ☐ All Contacts
- ☐ All Employees
- ☐ All Opportunities
- ☐ All Products
- ☐ Decision Issues
- ☐ Literature
- ☐ Resolution Documents
- ☐ Solutions
- ☐ Advanced Search

2500

2510

Help

**FIG. 25**

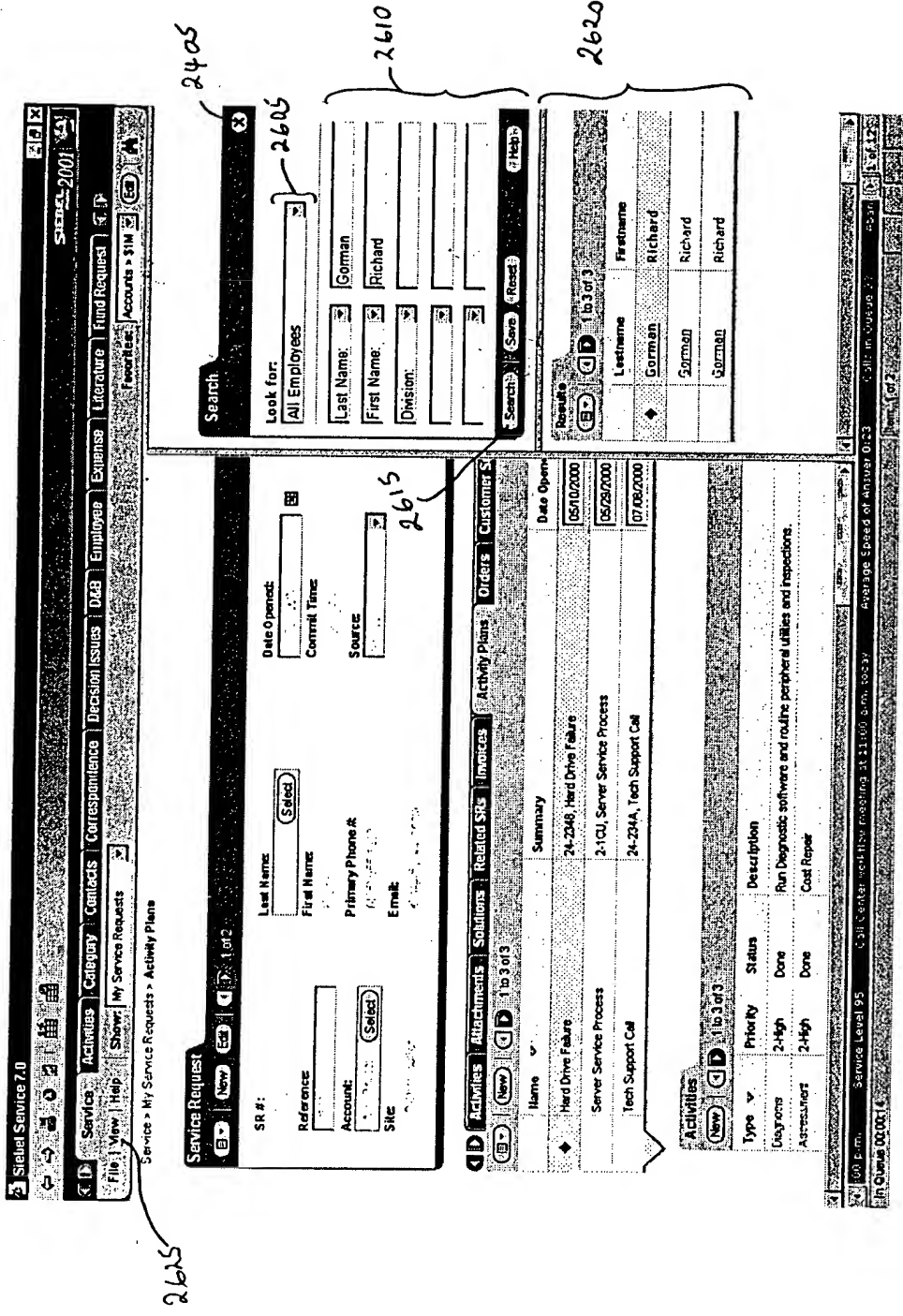


FIG. 26

|  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|
| <b>Sitelink Service 7.0</b>  |  |  |  |  |  |  |  |  |  |
| <span>File View Help</span>   <span>Service Activities Category Contacts Correspondence Decision Issues D&amp;B Employee Expense Literature Final Request</span>   <span>Search</span> |  |  |  |  |  |  |  |  |  |
| <p>Service &gt; My Service Requests &gt; Activity Plans</p>  |  |  |  |  |  |  |  |  |  |

| Service Request                 |  |   |  |  |  |  |  |                                  |  |
|---------------------------------|--|---|--|--|--|--|--|----------------------------------|--|
| SR #: <input type="text"/>      |  | Last Name: <input type="text"/> <input type="button" value="Select"/> |  | Date Opened: <input type="text"/> <input type="button" value="E"/> |  | Look for: <input type="text"/>   |  | <input type="button" value="X"/> |  |
| Reference: <input type="text"/> |  | First Name: <input type="text"/>                                      |  | Commit Time: <input type="text"/>                                  |  | Advanced Search  |  |                                  |  |
| Account: <input type="text"/>   |  | Primary Phone & <input type="text"/>                                  |  | Source: <input type="text"/>                                       |  | Keywords: hard drive   |  |                                  |  |
| Site: <input type="text"/>      |  | Email: <input type="text"/>   |  |  |  | Inc: Solutions -2715<br>Service Requests -2720<br>Literature -2725<br>Activities |  |                                  |  |

| Activity Details  |            |                                     |   |                                      |  |  |  |                                     |  |      |           |                    |             |                        |            |                   |   |            |        |      |             |
|---|------------|-------------------------------------|---|--------------------------------------|--|--|--|-------------------------------------|--|------|-----------|--------------------|-------------|------------------------|------------|-------------------|---|------------|--------|------|-------------|
| <input type="button" value="New"/>  |            | <input type="button" value="Find"/> |   | <input type="button" value="Print"/> |  | <input type="button" value="Refresh"/> |  | <input type="button" value="Help"/> |  |      |           |                    |             |                        |            |                   |   |            |        |      |             |
| <p><b>Summary</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Name</th> <th>Date Open</th> </tr> </thead> <tbody> <tr> <td>Hard Drive Failure</td> <td>05/10/2000</td> </tr> <tr> <td>Server Service Process</td> <td>05/29/2000</td> </tr> <tr> <td>Tech Support Call</td> <td>07/08/2000</td> </tr> </tbody> </table>   |            |                                     |   |                                      |  |  |  |                                     |  | Name | Date Open | Hard Drive Failure | 05/10/2000  | Server Service Process | 05/29/2000 | Tech Support Call | 07/08/2000  |            |        |      |             |
| Name  | Date Open  |                                     |   |                                      |  |  |  |                                     |  |      |           |                    |             |                        |            |                   |   |            |        |      |             |
| Hard Drive Failure  | 05/10/2000 |                                     |   |                                      |  |  |  |                                     |  |      |           |                    |             |                        |            |                   |   |            |        |      |             |
| Server Service Process  | 05/29/2000 |                                     |   |                                      |  |  |  |                                     |  |      |           |                    |             |                        |            |                   |   |            |        |      |             |
| Tech Support Call   | 07/08/2000 |                                     |   |                                      |  |  |  |                                     |  |      |           |                    |             |                        |            |                   |   |            |        |      |             |
| <p><b>Activities</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Type</th> <th>Priority</th> <th>Status</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Diagnosis</td> <td>2-High</td> <td>Done</td> <td>Run Diagnostic software and routine peripheral utilities and inspections.</td> </tr> <tr> <td>Assessment</td> <td>2-High</td> <td>Done</td> <td>Cost Report</td> </tr> </tbody> </table> |            |                                     |   |                                      |  |  |  |                                     |  | Type | Priority  | Status             | Description | Diagnosis              | 2-High     | Done              | Run Diagnostic software and routine peripheral utilities and inspections. | Assessment | 2-High | Done | Cost Report |
| Type  | Priority   | Status                              | Description   |                                      |  |  |  |                                     |  |      |           |                    |             |                        |            |                   |   |            |        |      |             |
| Diagnosis   | 2-High     | Done                                | Run Diagnostic software and routine peripheral utilities and inspections. |                                      |  |  |  |                                     |  |      |           |                    |             |                        |            |                   |   |            |        |      |             |
| Assessment  | 2-High     | Done                                | Cost Report   |                                      |  |  |  |                                     |  |      |           |                    |             |                        |            |                   |   |            |        |      |             |

| Results  |                 |                                      |  |                                       |  |                                     |  |  |  |    |      |         |     |            |                                 |     |            |                                |       |            |                            |         |                 |                          |         |                 |                          |     |          |                                |
|--|-----------------|--------------------------------------|--|---------------------------------------|--|-------------------------------------|--|--|--|----|------|---------|-----|------------|---------------------------------|-----|------------|--------------------------------|-------|------------|----------------------------|---------|-----------------|--------------------------|---------|-----------------|--------------------------|-----|----------|--------------------------------|
| <input type="button" value="Save"/>  |                 | <input type="button" value="Reset"/> |  | <input type="button" value="Search"/> |  | <input type="button" value="Help"/> |  |  |  |    |      |         |     |            |                                 |     |            |                                |       |            |                            |         |                 |                          |         |                 |                          |     |          |                                |
| <p><b>Results</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>ID</th> <th>Type</th> <th>Summary</th> </tr> </thead> <tbody> <tr> <td>2-1</td> <td>Literature</td> <td>Represents the VAO-28300 Hard C</td> </tr> <tr> <td>2-1</td> <td>Literature</td> <td>2-1 QUL Server Service Process</td> </tr> <tr> <td>50241</td> <td>Literature</td> <td>50241 VAO-28300 Hard Drive</td> </tr> <tr> <td>24-224B</td> <td>Service Request</td> <td>24-224B Tech Support Cal</td> </tr> <tr> <td>24-224A</td> <td>Service Request</td> <td>24-224A Tech Support Cal</td> </tr> <tr> <td>2-1</td> <td>Solution</td> <td>2-1 QUL Server Service Process</td> </tr> </tbody> </table> |                 |                                      |  |                                       |  |                                     |  |  |  | ID | Type | Summary | 2-1 | Literature | Represents the VAO-28300 Hard C | 2-1 | Literature | 2-1 QUL Server Service Process | 50241 | Literature | 50241 VAO-28300 Hard Drive | 24-224B | Service Request | 24-224B Tech Support Cal | 24-224A | Service Request | 24-224A Tech Support Cal | 2-1 | Solution | 2-1 QUL Server Service Process |
| ID   | Type            | Summary                              |  |                                       |  |                                     |  |  |  |    |      |         |     |            |                                 |     |            |                                |       |            |                            |         |                 |                          |         |                 |                          |     |          |                                |
| 2-1  | Literature      | Represents the VAO-28300 Hard C      |  |                                       |  |                                     |  |  |  |    |      |         |     |            |                                 |     |            |                                |       |            |                            |         |                 |                          |         |                 |                          |     |          |                                |
| 2-1  | Literature      | 2-1 QUL Server Service Process       |  |                                       |  |                                     |  |  |  |    |      |         |     |            |                                 |     |            |                                |       |            |                            |         |                 |                          |         |                 |                          |     |          |                                |
| 50241  | Literature      | 50241 VAO-28300 Hard Drive           |  |                                       |  |                                     |  |  |  |    |      |         |     |            |                                 |     |            |                                |       |            |                            |         |                 |                          |         |                 |                          |     |          |                                |
| 24-224B  | Service Request | 24-224B Tech Support Cal             |  |                                       |  |                                     |  |  |  |    |      |         |     |            |                                 |     |            |                                |       |            |                            |         |                 |                          |         |                 |                          |     |          |                                |
| 24-224A  | Service Request | 24-224A Tech Support Cal             |  |                                       |  |                                     |  |  |  |    |      |         |     |            |                                 |     |            |                                |       |            |                            |         |                 |                          |         |                 |                          |     |          |                                |
| 2-1  | Solution        | 2-1 QUL Server Service Process       |  |                                       |  |                                     |  |  |  |    |      |         |     |            |                                 |     |            |                                |       |            |                            |         |                 |                          |         |                 |                          |     |          |                                |

**FIG. 27**

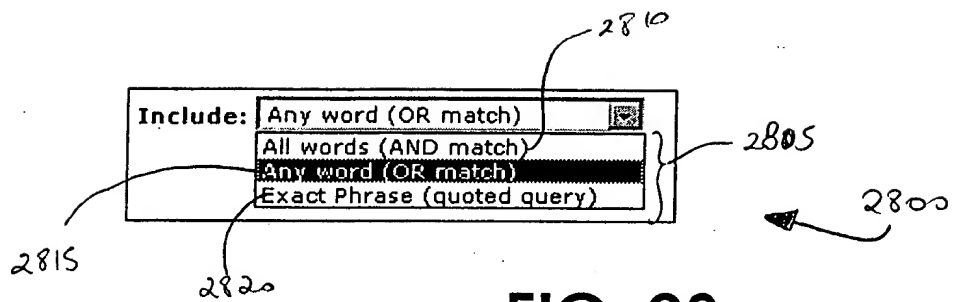


FIG. 28

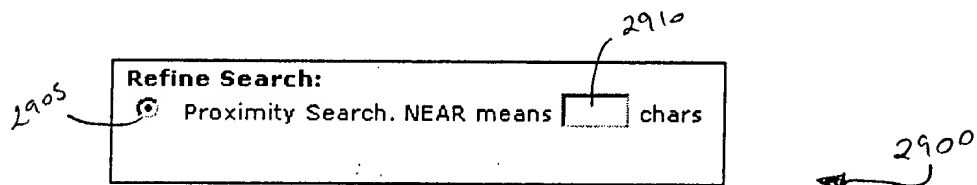


FIG. 29



3005

3010

3000

Index Settings

Search Indexes

| Name           | Description | External Location | Index Status                                 | Save |
|----------------|-------------|-------------------|--|------|
| Index Settings |             |                   | 205 Records Indexed<br>0 Records Not Indexed |      |
| Search Indexes |             |                   | 45 Records Indexed<br>0 Records Not Indexed  |      |
|                |             |                   | 15 Records Indexed<br>1 Records Not Indexed  |      |
|                |             |                   | 5 Records Indexed<br>4 Records Not Indexed   |      |
|                |             |                   | 173 Records Indexed<br>0 Records Not Indexed |      |
|                |             |                   | 8 Records Indexed<br>8 Records Not Indexed   |      |

FIG. 30



3100



3.300

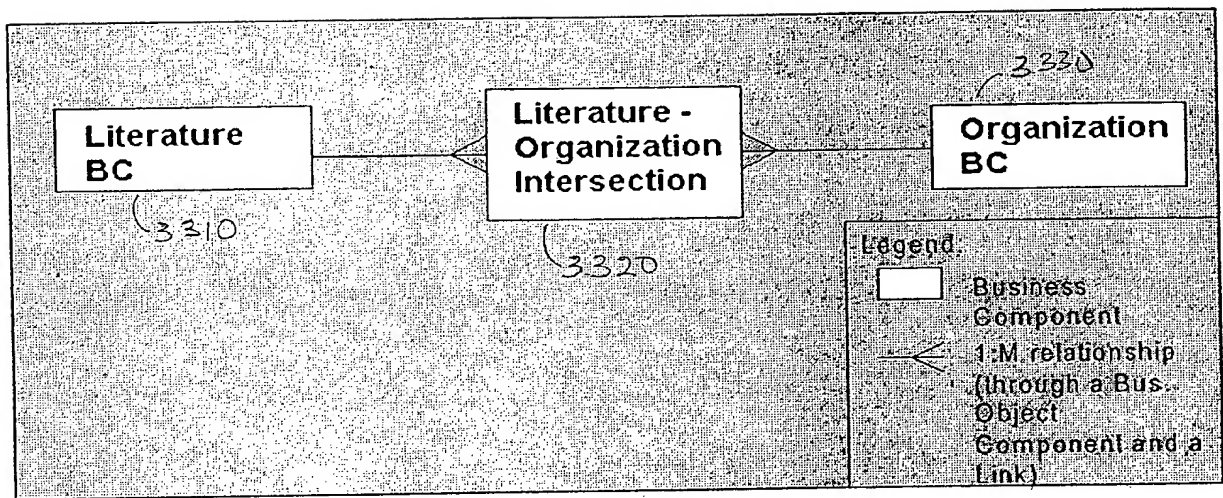


FIG. 33

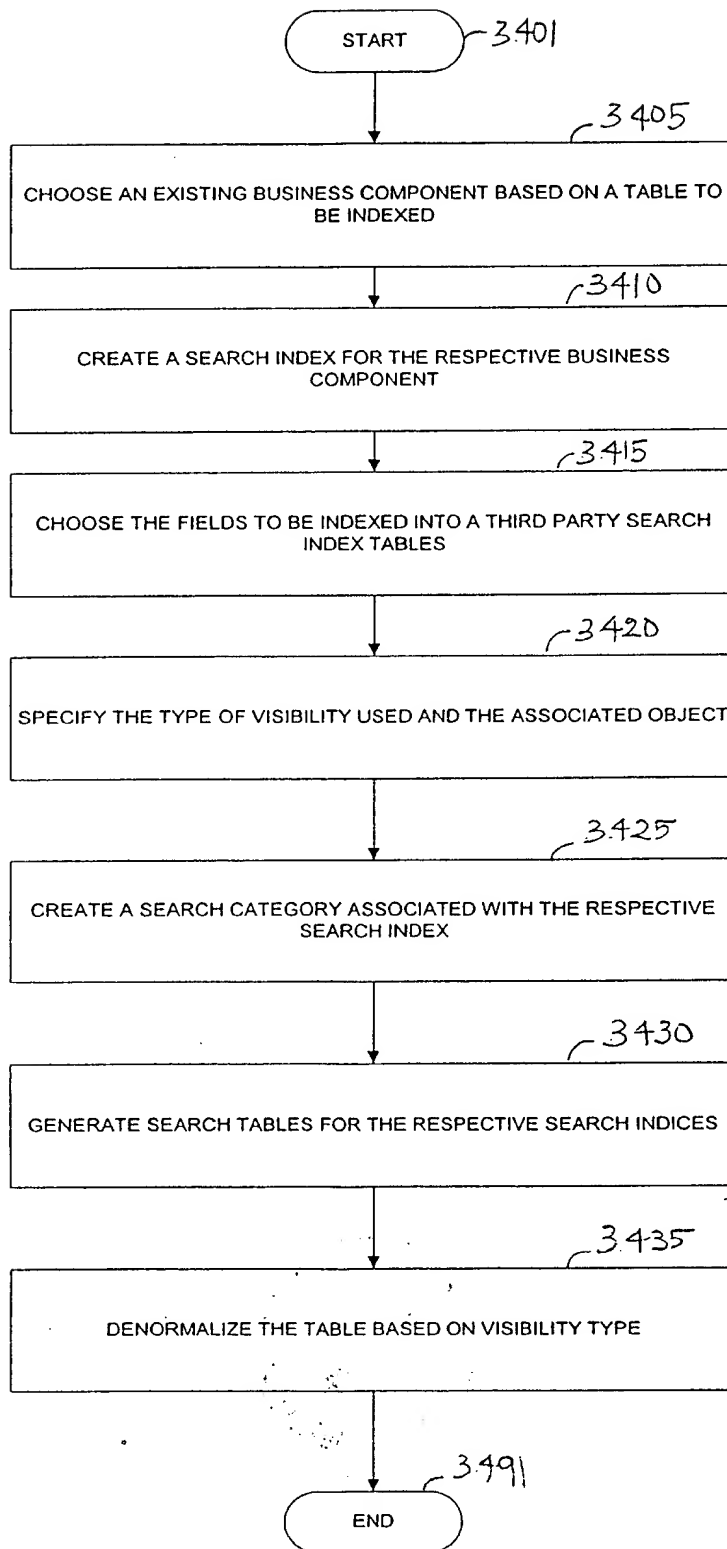


FIG. 34

3500

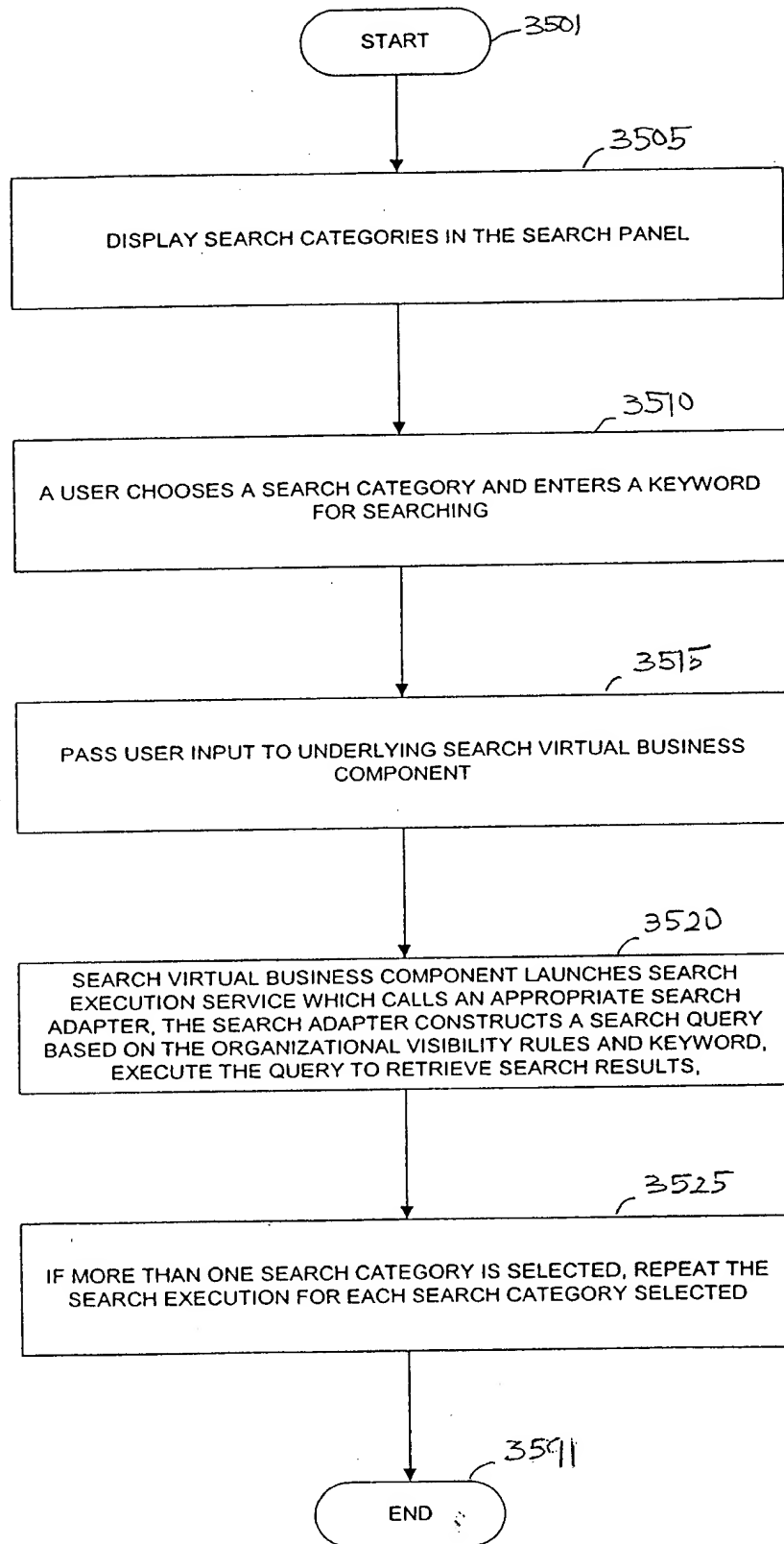
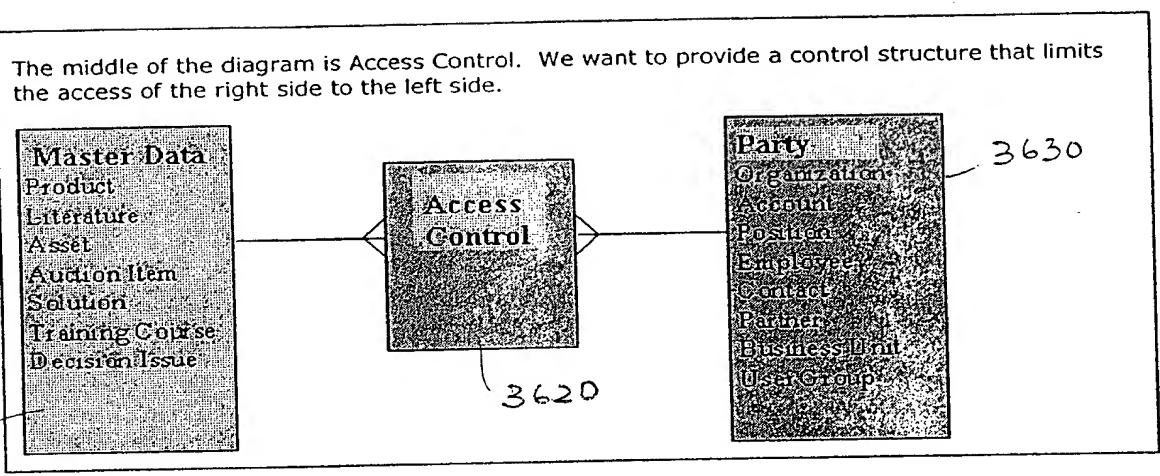


FIG. 35

3600



3610

3630

3620

FIG. 36

copy (100) only with only group in  
state if it does exist point it to  
these (100) from these (100) from these (100)

3700

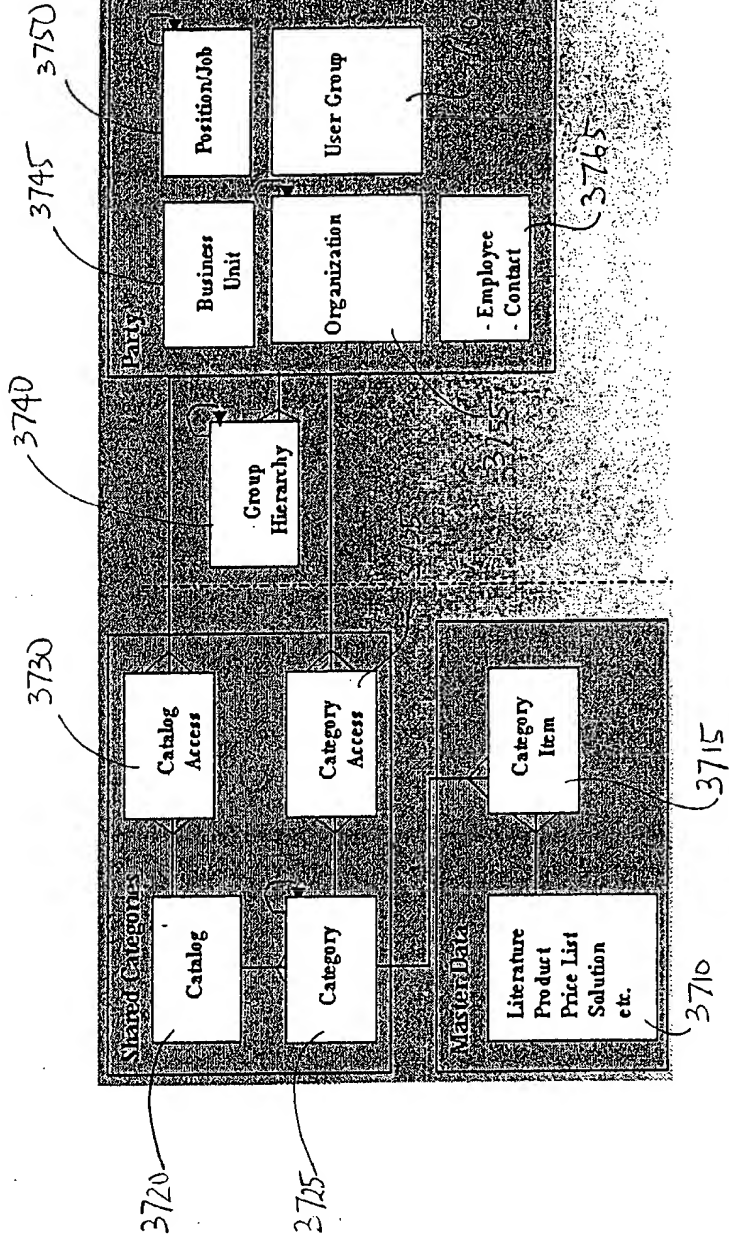


FIG. 37





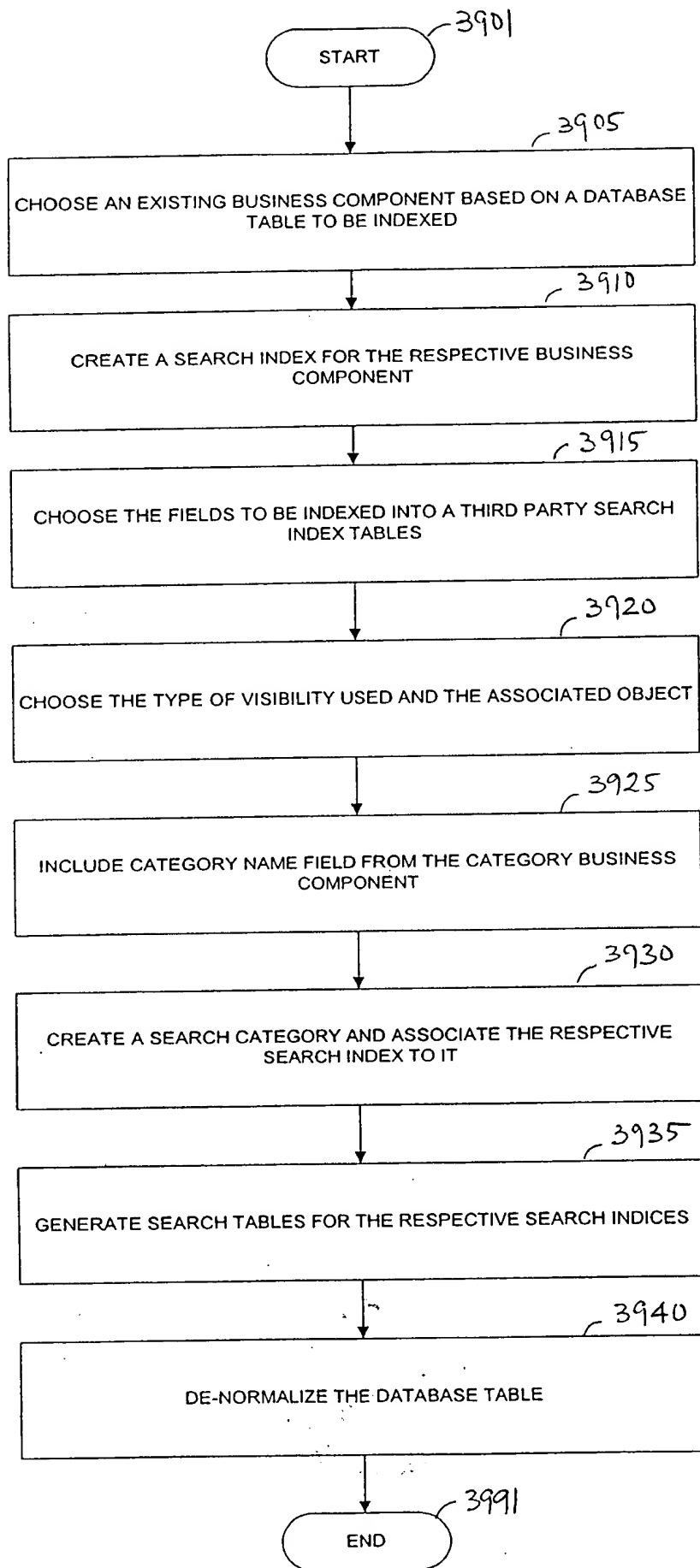
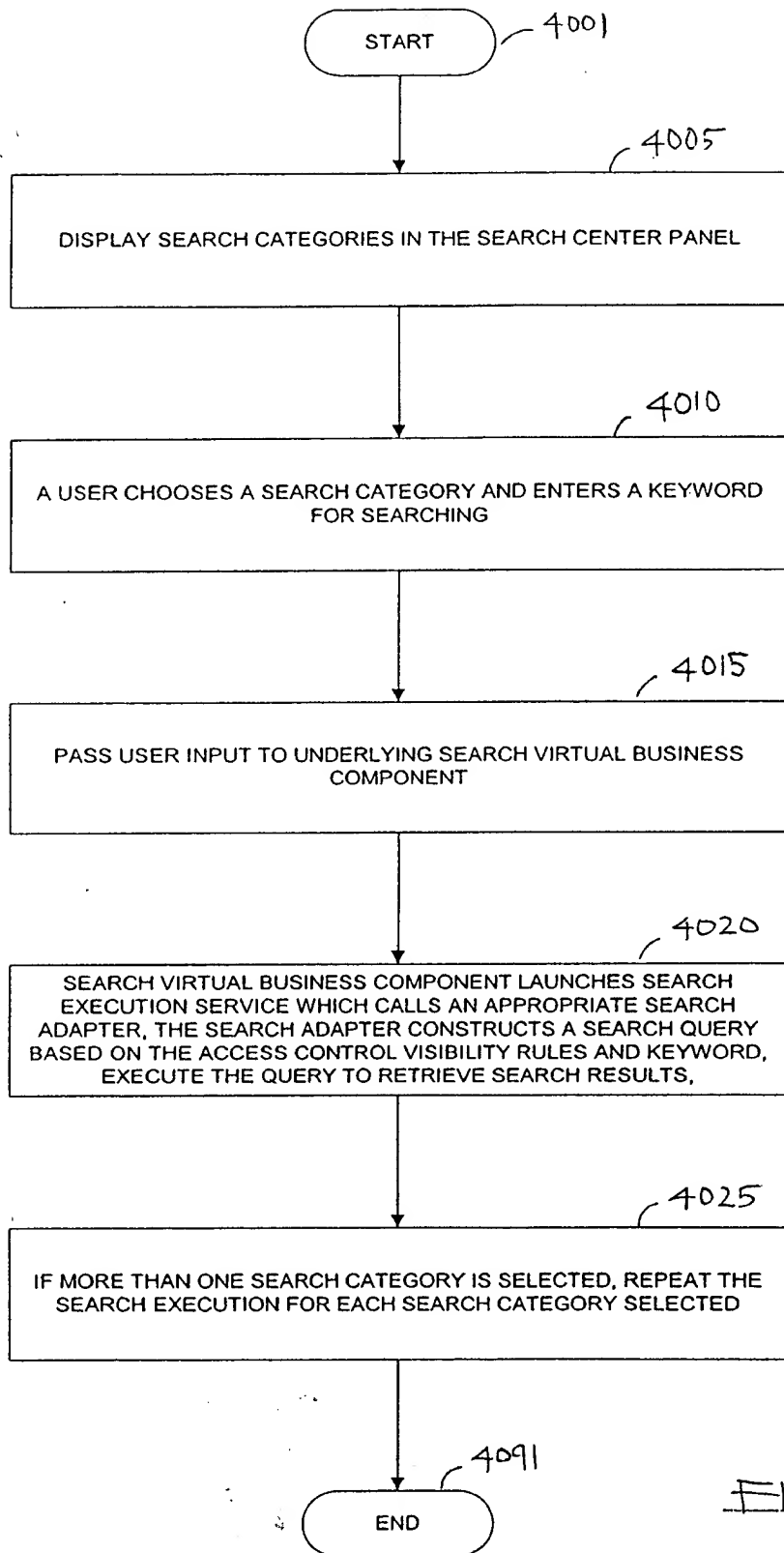


FIG. 39



4000

FIG 40

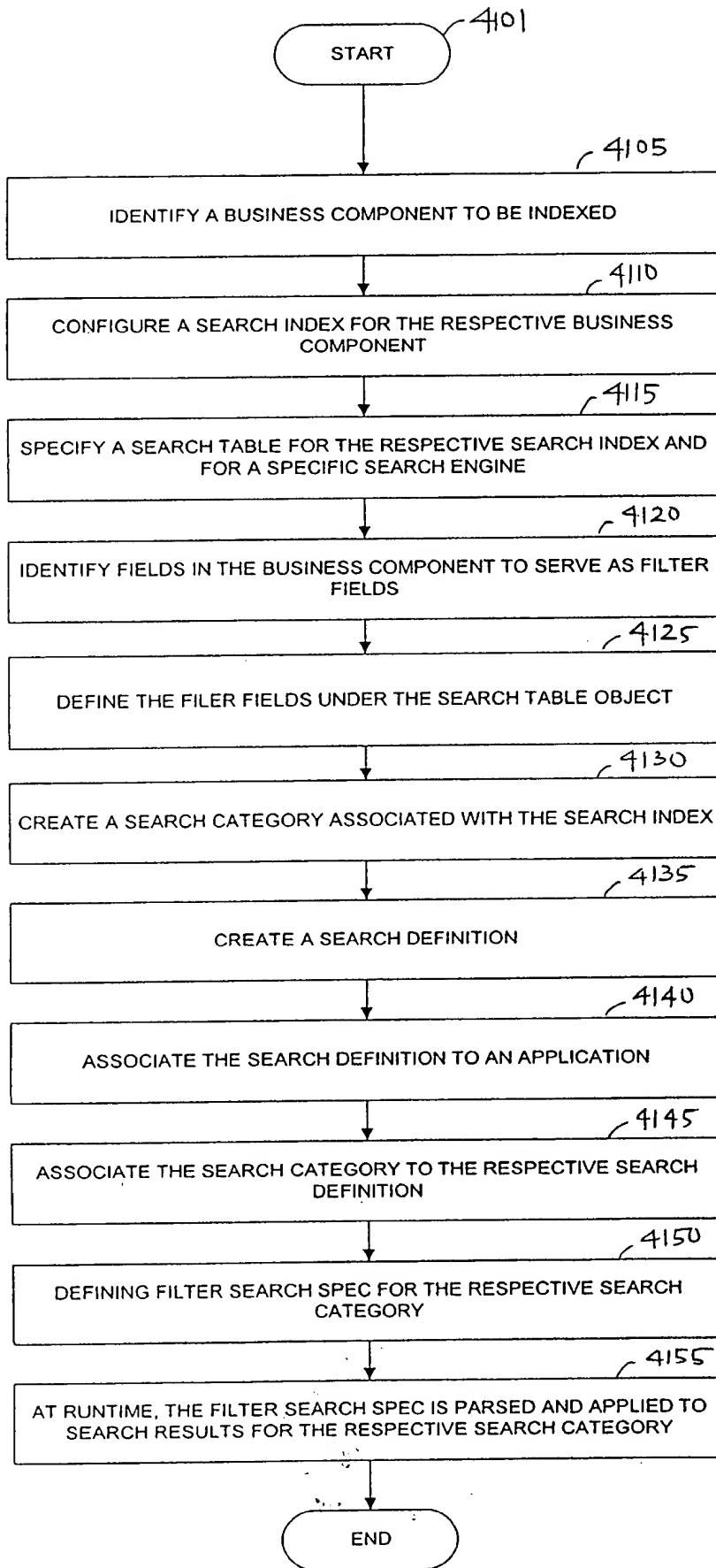


FIG. 41

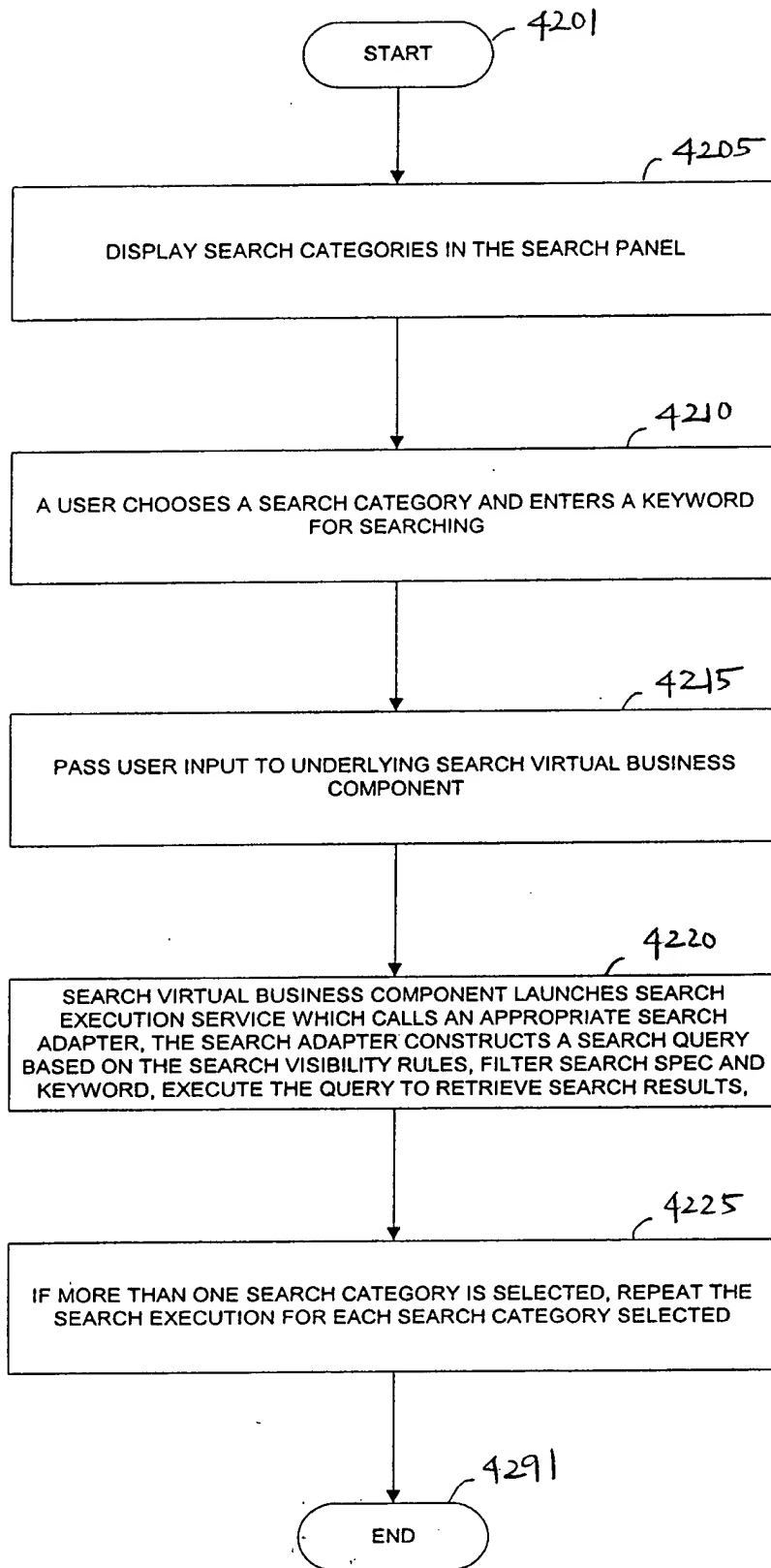


FIG. 42

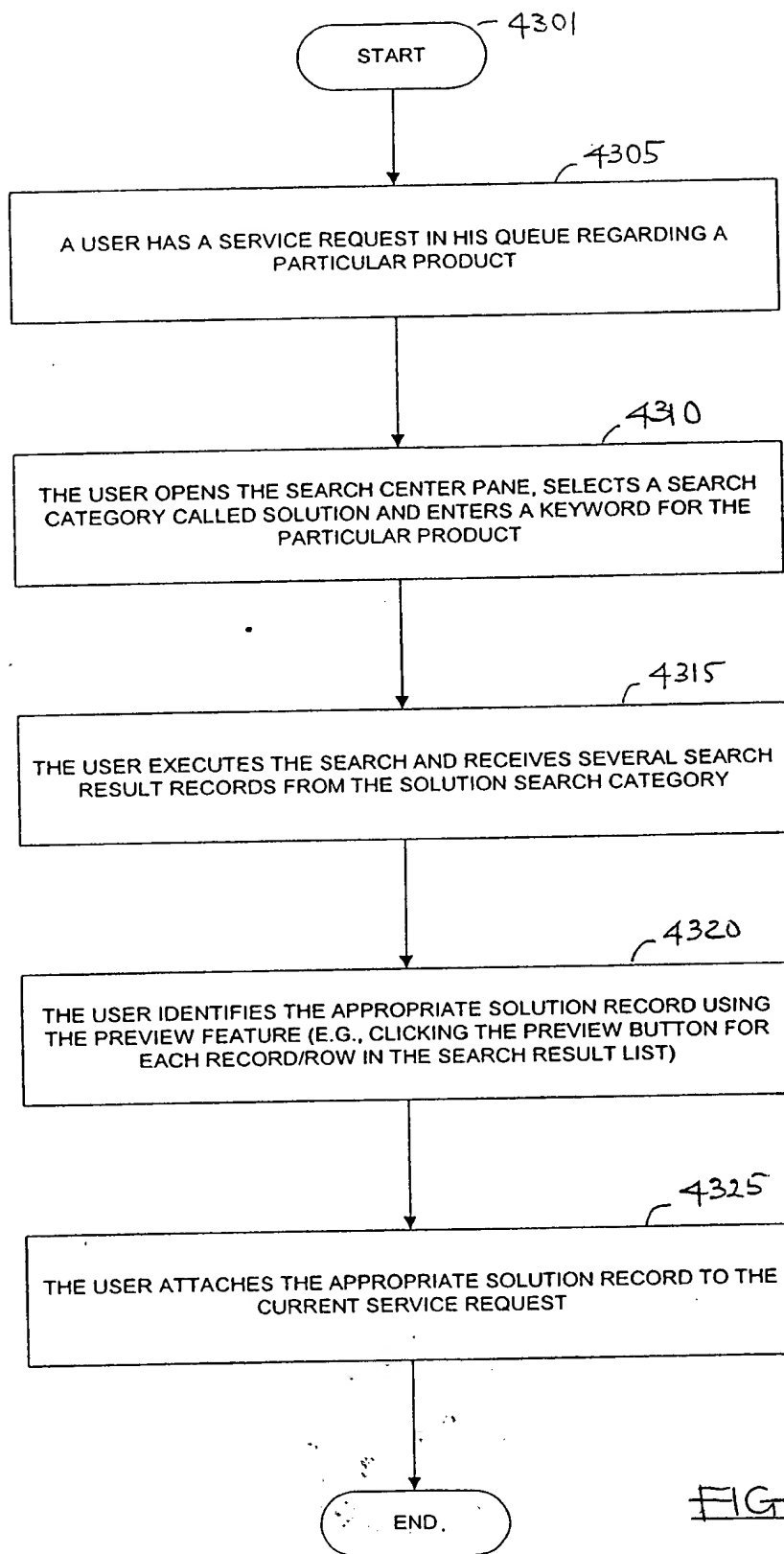
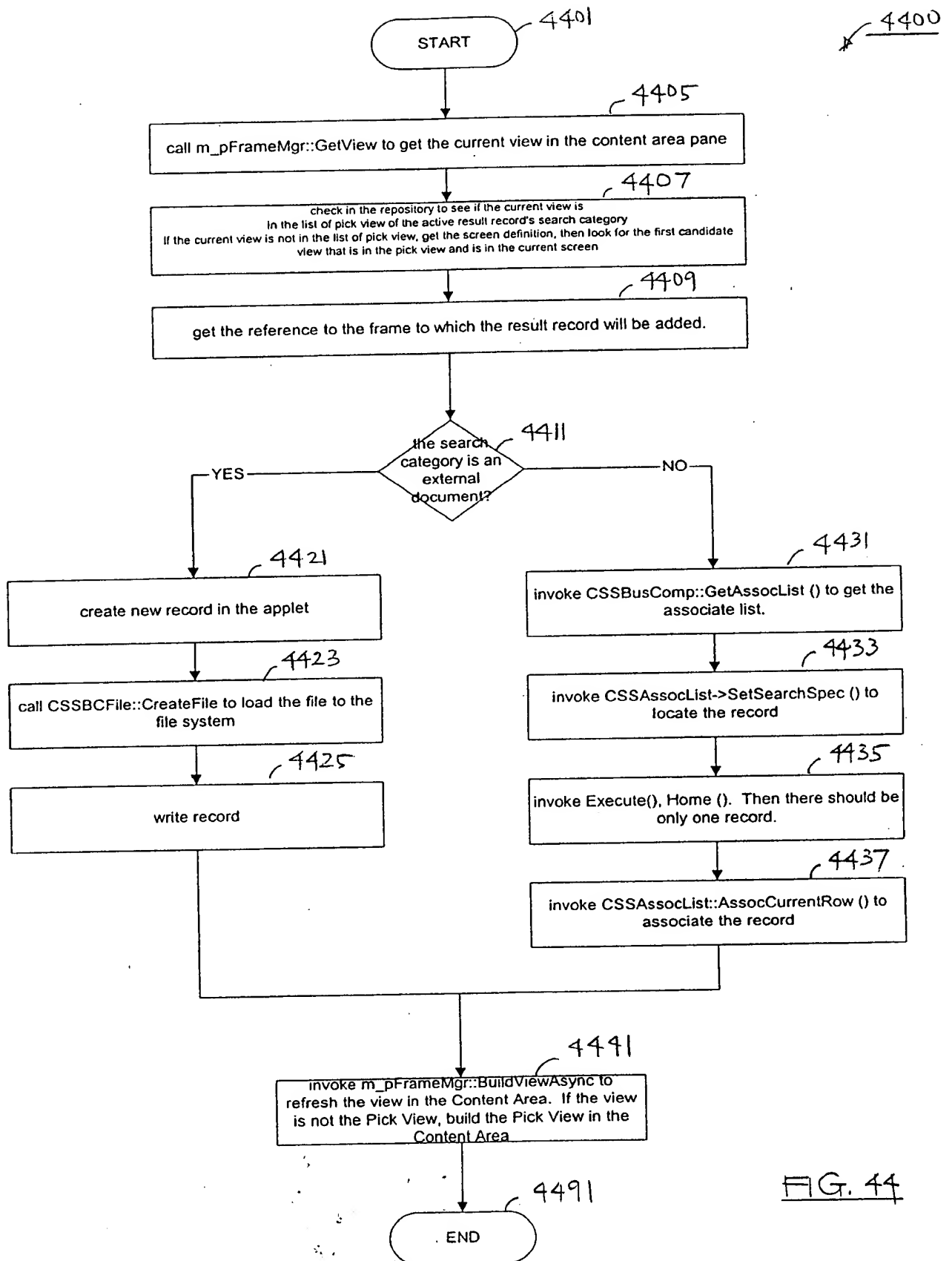


FIG. 43



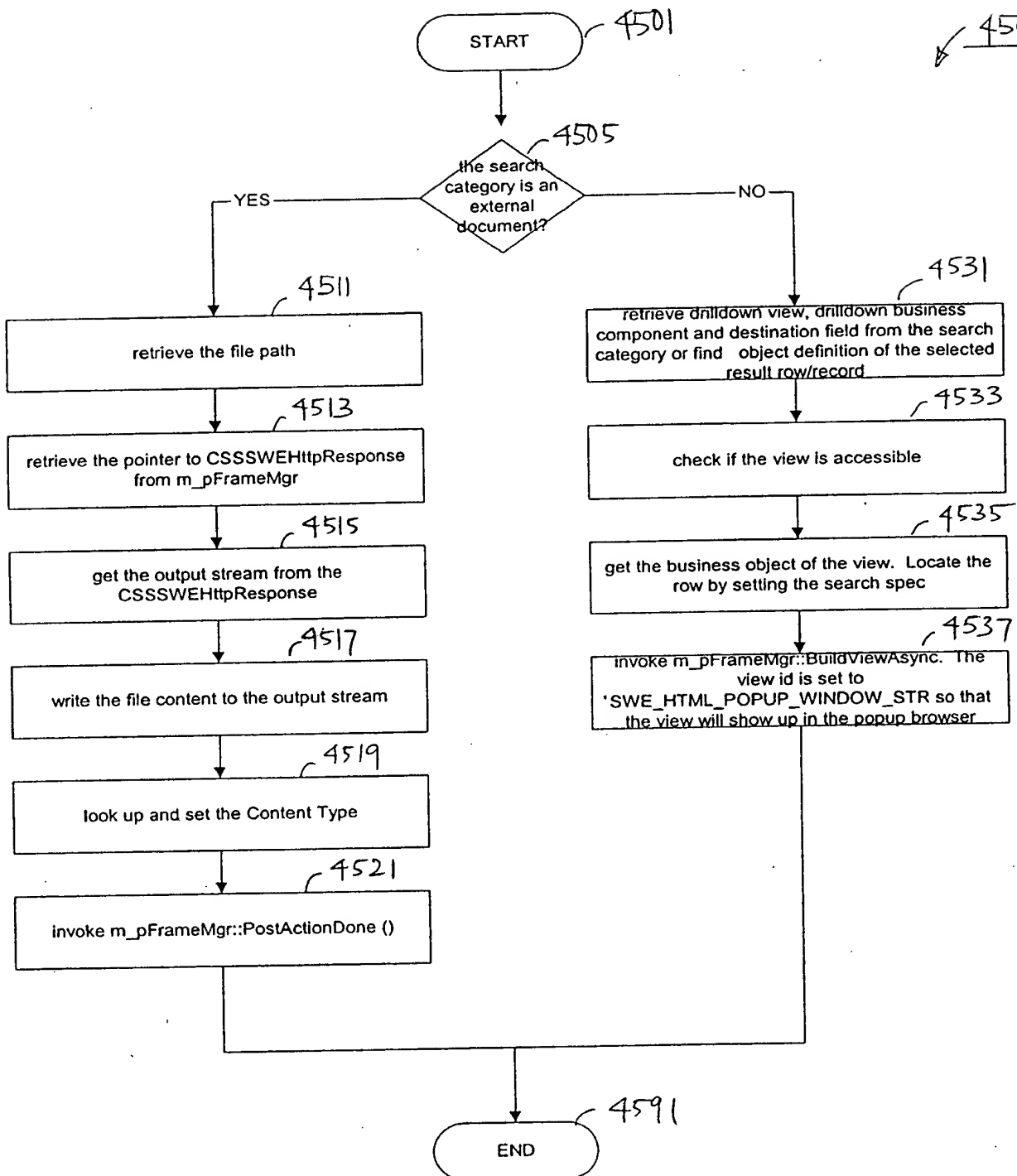


FIG. 45



4600

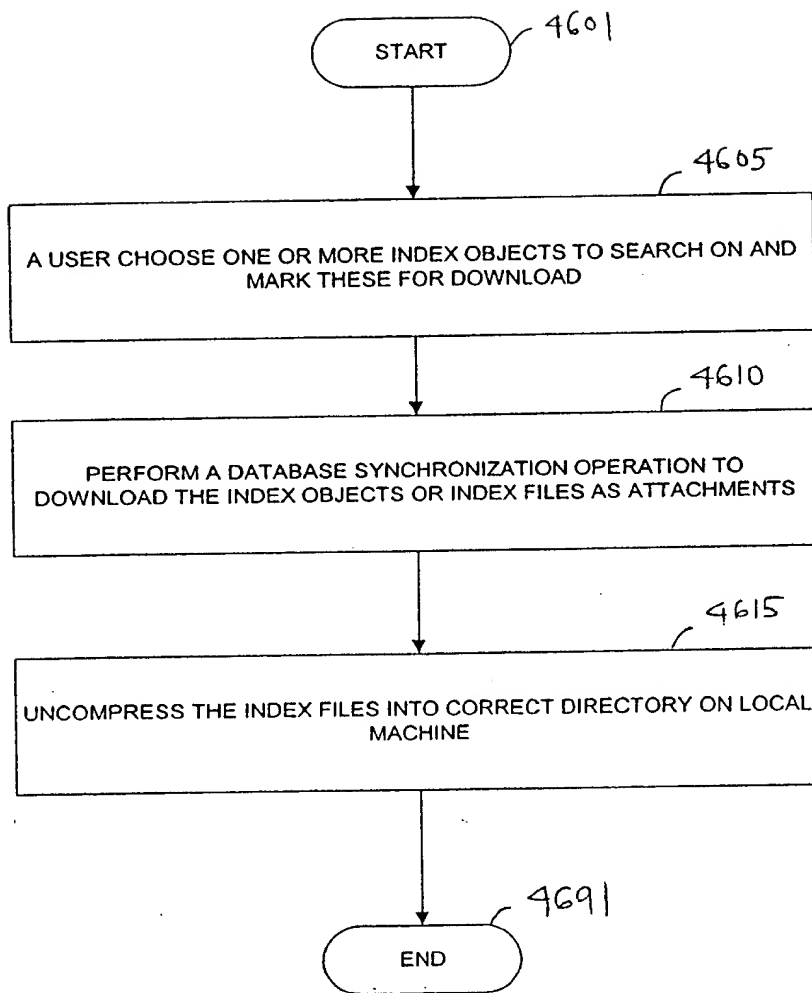


FIG. 46

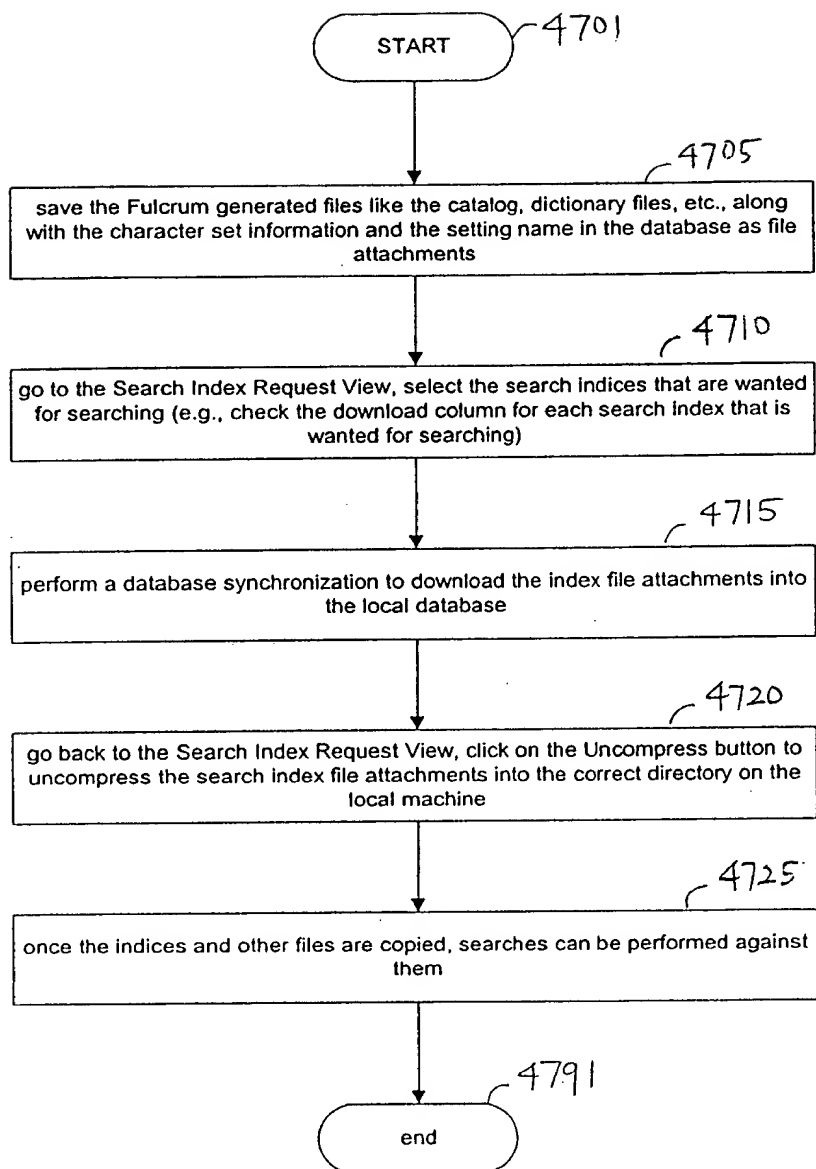


FIG. 47

4800

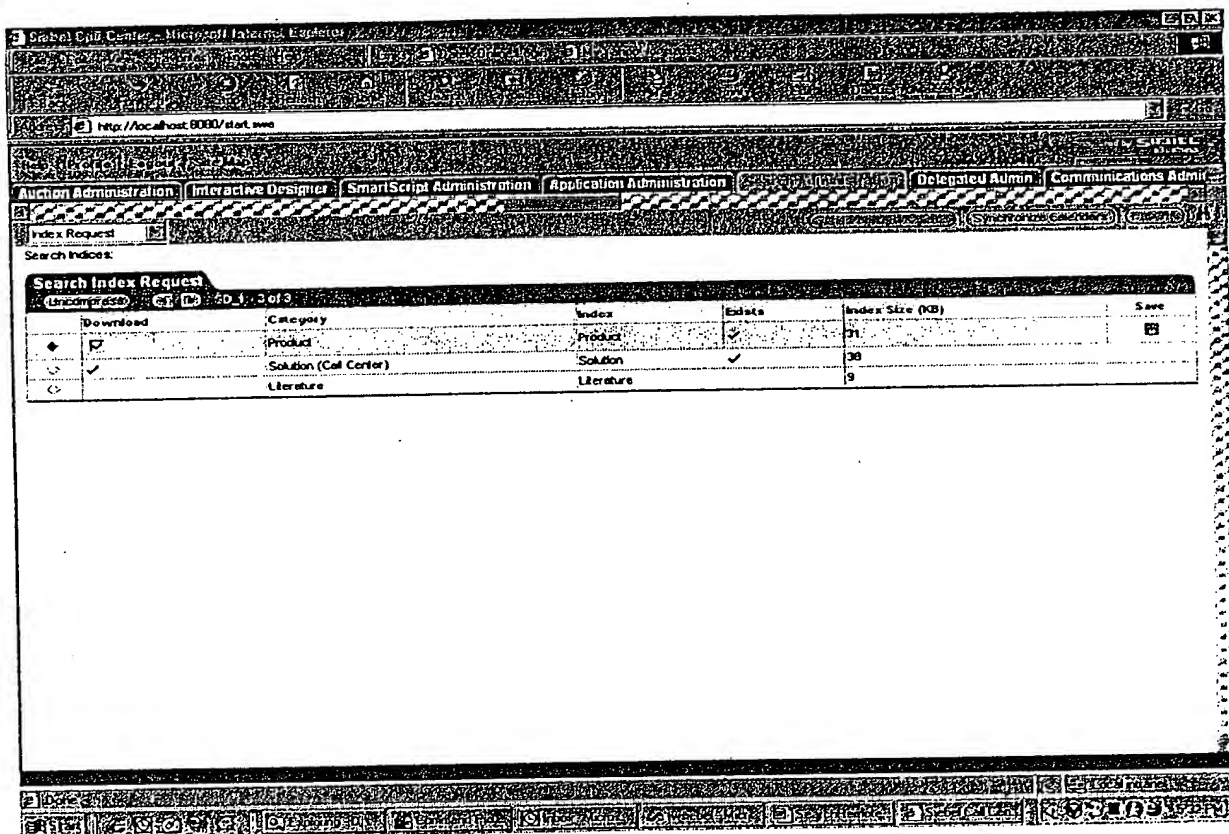


FIG 48

4900

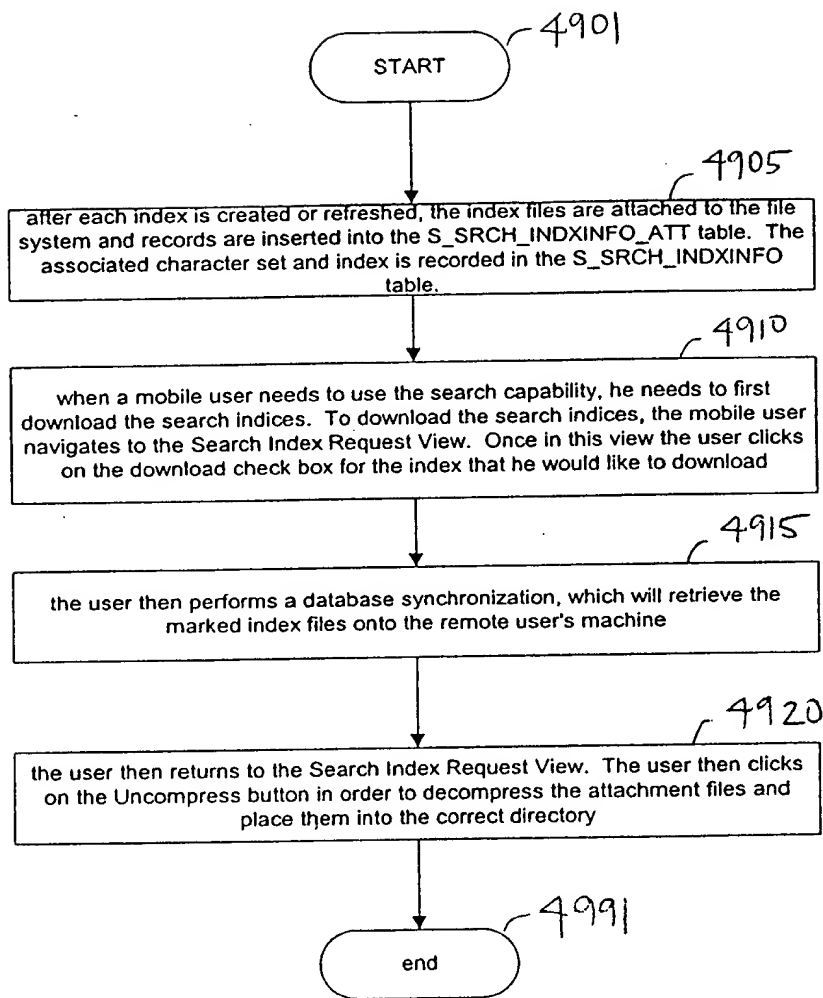


FIG. 49